

GET SOME FREE ADVICE LOCALLY

There are a number of different advice services you can access, including independent organisations and charities, Law Centres or Citizens Advice Bureau.

In England and Wales a good starting point is to visit the find a legal advisor section of the Community Legal Advice website. Here you can search for FREE advice services in your area that have been awarded the Community Legal Service Quality Mark in Welfare Benefits. You should look for a service that has been awarded the 'specialist' or 'general help with casework' Quality Mark. Visit www.clsdirect.org.uk

You might also want to contact Citizens Advice in your local area. You can find details of your local Citizens Advice service by visiting www.citizensadvice.org.uk (England, Wales & Northern Ireland) or www.cas.org.uk (Scotland).

A range of independent advice services also exist, as part of the Advice UK network. To find your local independent advice service contact Advice UK on 020 7469 5700 or email general@adviceuk.org

Law Centres are not-for-profit legal practices providing free legal advice and representation to disadvantaged people. You can find your local Law Centre by visiting www.lawcentres.org.uk

If you are still unable to find anyone to support you with your entitlement visit the 'finding help' section on the Advice Now website which lists a range of links and telephone numbers. Visit www.advicenow.org.uk

HELPLINES

There are some useful helplines that can be used as a starting point for benefit enquiries.

Community Legal Advice 0845 345 4 345

9am - 8pm Monday to Friday

9am - 12.30pm on Saturday

FSA Money Made Clear 0300 500 5000

8am - 8pm Monday to Friday

10am - 6pm Saturdays

11am - 5pm Sundays and Bank Holidays

Benefit Enquiry Line 0800 88 22 00

Provides advice and information for disabled people and carers on the range of benefits available.

8:30am - 6:30pm Monday to Friday

9am - 1pm on Saturday

ONLINE HELP

There are some helpful online services and also online benefit calculators that can be a useful starting point for working out benefit and tax credit entitlement yourself. **Always seek some expert advice if you do use an online benefits calculator, just to check the results.**

www.incomemax.org.uk Income Max is a Community Interest Company providing help to people that need information, advice and support to maximise their income. They provide a number of services including personalised entitlement checks (referred clients only), free information on finding help to maximise benefits and income, benefits training and useful information resources.

www.direct.gov.uk has an online Benefits Advisor calculator for working out your entitlement and also has an online calculator for estimating Pension Credit entitlement.

www.entitledto.co.uk has an online calculator for working out entitlement.

www.turn2us.org.uk has an online calculator for working out entitlement and information on grant giving charities.